

# Burnout Basics

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# **WORLD HEALTH ORGANIZATION STATEMENT ON BURNOUT**

- **Burnout is a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed. It is characterized by three dimensions:**
  - **feelings of energy depletion or exhaustion**
  - **increased mental distance from one's job, or feelings of negativism or cynicism related to one's job**
  - **reduced professional efficacy**
- **Burnout is an occupational phenomenon.**
- **It is **not** classified as a medical condition.**

# FIX THE JOB, NOT JUST THE PERSON

- Common response to a crisis is to help employees cope with ongoing stressors
- But burnout research points to a different response:
  - **HELP THE WORKPLACE MODIFY ITS SOURCES OF STRESS**
- Given the current changes in the world, there are new opportunities to “think out of the box” and to experiment with new procedures and alternative strategies

# JOB-PERSON MATCH IN SIX AREAS OF WORK LIFE

- DEMAND OVERLOAD
- LACK OF CONTROL
- INSUFFICIENT REWARD
- BREAKDOWN OF COMMUNITY
- ABSENCE OF FAIRNESS
- VALUE CONFLICTS

SUSTAINABLE WORKLOAD

CHOICE AND CONTROL

RECOGNITION AND REWARD

SUPPORTIVE WORK COMMUNITY

FAIRNESS, RESPECT, AND SOCIAL JUSTICE

CLEAR VALUES AND MEANINGFUL WORK

# BOTTOM LINE

- **There are many possibilities, within all six areas, to make a “better match” between people and their job.**
- **These changes can be small, inexpensive, and customizable.**
- **This healthy job environment takes care of both the workers and the workplace, so that the former will thrive, and the latter will succeed.**



# THE

Managing People's  
Relationships with Their Jobs

# BURNOUT

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# CHALLENGE